

Deborah.Easterling

From: Deborah.Easterling
Sent: Monday, September 09, 2013 4:20 PM
To: charles.terreni@terrenilaw.com; selliott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Subject: FW: Message from Rick Durham, Vice President, Utilities, Inc.

From: Daphne.Duke
Sent: Monday, September 09, 2013 4:16 PM
To: Deborah.Easterling
Subject: FW: Message from Rick Durham, Vice President, Utilities, Inc.

From: John Dervay [<mailto:jdervay@comporium.net>]
Sent: Sunday, September 08, 2013 1:30 PM
To: Daphne.Duke
Subject: FW: Message from Rick Durham, Vice President, Utilities, Inc.

Please pass this on to the PSC.. Thx.

YOU'RE in Charge??? Then why haven't you been terminated?? You allowed 3 SSO's in Tega Cay last week, you did not notify the adjoining property owners of the spills, AND you allowed 2 of our children to swim next door to the spill on Tega Place and your employees did NOTHING to get them out of the water!! This is OUTRAGEOUS!! How do you sleep at night?? Did Oakley get terminated?? He should have!!

We are a recreational community. Yet the public is sent messages from our news stations, see below video, denigrating our fair City due to your lack of effectiveness!! AND you're in charge!! Yea, right!!

VIDEO:



Labor Day weekend sewage leak in Tega Cay

From: TEGACAY [<mailto:TEGacay@uiwater.com>]
Sent: Saturday, September 07, 2013 2:51 PM
To: Rick Durham
Subject: Message from Rick Durham, Vice President, Utilities, Inc.

Customers of Tega Cay Water Service,

My name is Rick Durham and I am in charge of all water and wastewater operations in South Carolina for Utilities, Inc., including Tega Cay Water Service (TCWS). I am writing you to provide you information on last weekend's wastewater overflows.

Since May, I have been directly involved with the Tega Cay wastewater issues, and during that time I have read numerous correspondence and spoken to residents who say they no longer trust Tega Cay Water Service. Given the historical problems in the design and functionality of the Tega Cay system and the continued news of periodic overflows, I can understand the lack of trust that has developed. Now more than ever, we need to establish communication of exactly what is going on with this system because of the importance it has to the community.

Utilities Inc. (UI), who provides water and wastewater utility service to over 300,000 customers in 15 states, has committed all of its resources to assist TCWS in resolving the wastewater issues in Tega Cay and has tasked me personally with the responsibility and objective to eliminate the potential for future overflows and specifically any reaching the waters in Lake Wylie. We have been working diligently on this objective and have pulled in UI resources from other states to address the inflow and infiltration issues plaguing particularly the older sections of the Tega Cay collection system (sections consisting of clay pipe material).

The total replacement of the Tega Cay collection system would be cost prohibitive. However, we have been able to line the existing pipes where most of the I&I (infiltration and inflow) concerns have been an issue in the past. Since mid 2011, working with a consulting engineer, we have made significant progress inspecting, cleaning, and improving the collection system's ability to handle the waste flow in dry and wet conditions. Our work is not done. Given the nature of this system, additional improvements and a more targeted on-going maintenance plan using more specific history and available technology are needed to prevent the possibility of future overflows that may negatively impact the lake and those who enjoy swimming in its coves.

The three overflows that occurred over a few days around the Labor Day week was a disappointment to all and extremely unexpected. Even with the significant amount of progress we have made to date on correcting the system's deficiencies, we did not expect the blockages that occurred last weekend. More importantly, we fell short of taking all possible steps to ensure everyone received the notice of the spillage in a timely manner. While we did post "No Swimming" signs around the area of the spills, we did not notify our customers by telephone using our "Voice Reach" system. This automated calling feature depends on accurate phone numbers we have on each of your accounts. I have instructed our personnel to utilize Voice Reach on all "no swimming" advisories in addition to other effective forms of communication to we have available to us. Therefore I ask that if you don't recall recently (or ever) getting a Voice Reach call from us, please contact our customer service office (800) 272-1919 and let the customer service representative know you are calling to update our records.

We are committed to regaining your trust. We are committed to improving the reliability of the Tega Cay collection system and I will continue to commit the resources necessary until the job is completed. I am committed to making the collection system reliable, and welcome the opportunity to meet personally with any members of the community to discuss the Tega Cay system and to listen to your concerns.

Sincerely,

Rick Durham
Regional Vice President